



**PROVIDER REPORT
FOR**

**BEST BUDDIES
INTERNATIONAL
45 Bromfield St., 7th Fl.
Boston, MA 02108**

December 04, 2015

Version

Provider Web Report

**Prepared by the Department of Developmental Services
OFFICE OF QUALITY ENHANCEMENT**

SUMMARY OF OVERALL FINDINGS

Provider	BEST BUDDIES INTERNATIONAL
Review Dates	10/19/2015 - 10/22/2015
Service Enhancement Meeting Date	10/29/2015
Survey Team	Leslie Hayes (TL)

Survey scope and findings for Employment and Day Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	2 location(s) 4 audit (s)	Full Review	18 / 22 2 Year License 10/29/2015 - 10/29/2017		
Employment Support Services	2 location(s) 4 audit (s)			Full Review	18 / 18 Certified

Survey scope and findings for Planning and Quality Management

Service Group Type	Sample Size	Scope	Licensure Level	Certification Scope	Certification Level
Planning and Quality Management	N/A	N/A	N/A	Full Review	6/6 Certified

EXECUTIVE SUMMARY:

The Best Buddies jobs program is one of eight formal components of Best Buddies International, a non-profit organization dedicated to creating opportunities for one-to-one friendships, integrated employment, and leadership development for individuals with intellectual and developmental disabilities. Best Buddies provides Employment Support Services to 15 individuals in Eastern Massachusetts funded by the Department of Developmental Services (DDS) and has recently expanded to the Worcester area. Best Buddies also serves individuals through the Mass Rehabilitation Commission and through private funding.

Since the last survey in 2013, the Best Buddies jobs program has continued its mission of placing individuals in fully-integrated jobs while focusing on controlled growth. Best Buddies offers job-coaching tailored to the needs of each individual along with opportunities for social networking and fun. They offer several events throughout the year including the "Evening of Opportunity", an event honoring outstanding employers and employees, and the national "Leadership Conference" which focuses on assisting individuals to grow professionally. In addition, Best Buddies is open to new sources of growth and opportunities for its participants including exploring the "Ticket to Work" program offered by Social Security.

Best Buddies excelled in several safety-related areas that are licensed during the survey. In the area of rights and protections, Human Rights and DPPC Trainings were conducted yearly and the Human Rights Committee was consistently well attended. In the area of ensuring health and work-related safeguards, Emergency Fact Sheets were clear, easily accessible and up-to-date. In addition, the agency ensured that each individual was trained in the safety procedures specific to their workplace and documented these trainings.

In the Certification indicators, the agency is strong in individualizing its supports to the needs of each person served. The unique needs of each individual are acknowledged and supports are adjusted accordingly. Its ability to be flexible as needs ebb and flow is also a strength. Staff know the individuals well and are able to adapt quickly to any changing needs. Staff have also developed strong relationships with employers; and, communication is ongoing and positive with the extent of communication varying with the needs of each individual. A number of employers have become strong Best Buddies supporters and have become sponsors for various events. All of the individuals served earn minimum wage or higher and have expressed pride in their accomplishments. They are well supported to take on new responsibilities within their jobs; and, they are encouraged to explore new challenges if a job doesn't work out or if individuals have outgrown the tasks within their employment. Additionally, the staff's involvement with the individuals surveyed as partners in volunteer and social opportunities was significant and noteworthy. Individuals strongly expressed their appreciation of the opportunities Best Buddies offers and continues to provide for them in their communities and beyond.

There were a few areas identified that the agency needs to address. Staff needs to ensure that ISP assessments and support strategies are submitted to the service coordinator within the required timelines. In addition, the agency needs to ensure that the goals and objectives agreed upon in the ISP are implemented including taking data and documenting the status of the established goal/objective in ongoing progress notes. The agency should also ensure that when an individual's picture is used for publication or other media, the Informed Consent that is obtained is situationally specific. As noted above, the agency ensures that individuals are aware of and trained in emergency procedures at their places of employment. The agency should also ensure that assessments and training in the use of machinery and equipment is documented. The agency should consider formalizing this assessment and training as part of the ISP process.

In conclusion, Best Buddies earned 100% in all Certification indicators pertaining to competitive

employment supports and an overall rating of 82% in the Licensing indicators. A follow-up will be conducted by DDS on the indicators which were not met within sixty days of the Service Enhancement Meeting.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	5/5	0/5	
Employment and Day Supports	13/17	4/17	
Employment Support Services			
Critical Indicators	/	/	
Total	18/22	4/22	82%
2 Year License			
# indicators for 60 Day Follow-up		4	

Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L55	Informed consent is obtained from individuals or their guardians when required; Individuals or their guardians know that they have the right to withdraw consent.	The agency uses and Informed Consent form that does not necessarily include the specific situation for which consent is being obtained. The agency needs to ensure that when informed consent is obtained for use of an individual's photograph, it is situationally specific.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	The agency needs to ensure that ISP assessments are submitted to the service coordinator at least 15 days prior to the ISP.
L87	Support strategies necessary to assist an individual to meet their	The agency needs to ensure that support strategies are submitted to the service coordinator at least 15 days prior to the ISP.

	goals and objectives are completed and submitted as part of the ISP.	
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	The agency needs to ensure that the goals/objectives agreed upon in the ISP are implemented, data is toward achieving the objective is tracked and the progress notes are reflective of the agreed upon goals/objectives.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated
Certification - Planning and Quality Management	6/6	0/6
Employment and Day Supports		
Employment Support Services	18/18	0/18

MASTER SCORE SHEET LICENSURE

Organizational: BEST BUDDIES INTERNATIONAL

Indicator #	Indicator	Met/Rated	Rating(Met, Not Met, Not Rated)
L48	HRC	1/1	Met
L74	Screen employees	2/2	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	2/2	Met
L83	HR training	2/2	Met

Employment and Day Supports:

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	4/4			4/4	Met
L8	Emergency Fact Sheets	I	4/4			4/4	Met
L31	Communication method	I	4/4			4/4	Met
L32	Verbal & written	I	4/4			4/4	Met
L49	Informed of human rights	I	4/4			4/4	Met
L50	Respectful Comm.	L	2/2			2/2	Met
L51	Possessions	I	4/4			4/4	Met
L52	Phone calls	I	4/4			4/4	Met
L54	Privacy	L	2/2			2/2	Met
L55	Informed consent	I	0/2			0/2	Not Met (0 %)
L77	Unique needs training	I	4/4			4/4	Met
L80	Symptoms of illness	L	2/2			2/2	Met
L81	Medical emergency	L	2/2			2/2	Met
L85	Supervision	L	2/2			2/2	Met
L86	Required assessments	I	0/3			0/3	Not Met (0 %)
L87	Support strategies	I	0/3			0/3	Not Met (0 %)
L88	Strategies implemented	I	2/3			2/3	Not Met (66.67 %)
#Std. Met/# 17 Indicator						13/17	
Total Score						18/22	

						81.82%	
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MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	1/1	Met
C2	Data analysis	1/1	Met
C3	Service satisfaction	1/1	Met
C4	Utilizes input from stakeholders	1/1	Met
C5	Measure progress	1/1	Met
C6	Future directions planning	1/1	Met

Employment Support Services Reviewed By -DDS

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff performance	4/4	Met
C8	Family/guardian communication	4/4	Met
C22	Explore job interests	4/4	Met
C23	Assess skills & training needs	4/4	Met
C24	Job goals & support needs plan	4/4	Met
C25	Skill development	4/4	Met
C26	Benefits analysis	4/4	Met
C27	Job benefit education	4/4	Met
C28	Relationships w/businesses	2/2	Met
C29	Support to obtain employment	4/4	Met
C30	Work in integrated settings	4/4	Met
C31	Job accommodations	4/4	Met
C32	At least minimum wages earned	3/3	Met
C33	Employee benefits explained	4/4	Met
C34	Support to promote success	4/4	Met
C35	Feedback on job performance	4/4	Met
C36	Supports to enhance retention	4/4	Met
C37	Interpersonal skills for work	4/4	Met

